

# Your News

## Food Do You Think You Are

page 1, LiLAC news



**Can you spot the socks?**

Enter the competition on page 10



Also in this issue:

**Keeping your home warm and safe** – page 7



**Our creative competition winners** – pages 8 and 9



**RWP**

Reside With Progress

# Welcome to **Your News!**

We had a great time together with our tenants and support providers in Leeds at our 'Food do you think you are' event. Everyone enjoyed sharing stories with each other about their backgrounds and favourite foods. Read more about the event on page 1 in LiLAC news.

On pages 14 and 15 you can read all about our customer promises. They tell you how we improve our services and keep your home safe, and well-maintained. We are pleased

that anti-social behaviour cases and complaints have gone down since our last report. If you have any worries about behaviour around your home, please get in touch with us. Our contact details are on page 6.

We wish you all the best for 2025.

**Les Warren**  
RWP Managing  
Director



## Virtual hub update

Our virtual hub group met in September, and it was great to see so many people at the meeting. We spoke about the Tenant Annual Review 2023/24 and tenants shared their thoughts about the review. Tenants told us the changes they would like to see happen to help make the review easier to understand, things they would like to see more of, and things they find interesting in the review.

### What happens at the virtual hub group?

The virtual hub group is your chance to meet other tenants and have a chat.



The meetings last an hour, and we would love to see more people at our next event. Come along and say hi!

You can join our Microsoft Teams meeting on your computer, mobile app or room device.

If you need help with setting yourself up on Microsoft Teams, please ask your support worker or contact the Customer Voice Team on **0333 320 4555** or send an email to **community@progressgroup.org.uk**

We will put a reminder on Facebook when the next meeting is. Make sure you follow our Facebook page for news and updates, look for Reside With Progress. We will also share a reminder on our website: **www.residewithprogress.org.uk**

# You said, we did...

## What you thought of your Tenant Annual Review

Your Tenant Annual Review tells you about how well we are doing and what we are doing to make things better. We want to make sure your Tenant Annual Review is interesting and easy to understand so we shared it with you at your virtual hub meetings to see what you thought.

## Tenants share feedback

Tenants Simon and Michael shared that they are interested in Customer Promises. They would like more tenant stories included in the Tenant Annual Review so they can learn about examples of keeping homes safe and well-maintained.

Tenants also shared that they have been experiencing issues with accessing website pages via the QR code provided in the newsletter.

Tenants shared examples of sentences in the Tenant Annual Review which are either too long or confusing, as well as words that they do not understand.



Tenants shared that it is important that images are simple, clear, and not too busy, so they can easily see what the image is showing.

## Improving the Tenant Annual Review

We made the following changes to the Tenant Annual Review 2023/24:

**QR code:** we have included the website address to read about how we are doing.

**Wording:** we have shortened some long phrases and cut out some wording.

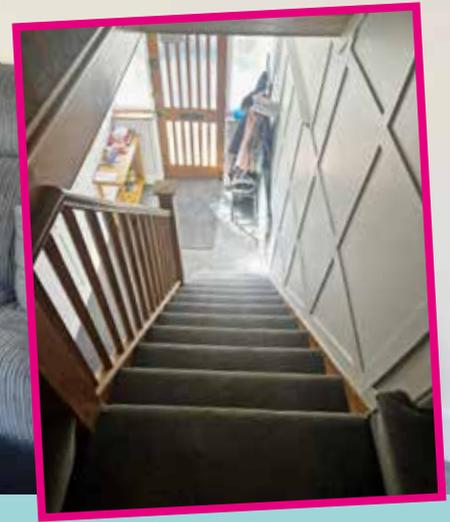
**Images:** we changed an image about homes. We took out the people in it.

**Font colour:** we have changed light-coloured text on a dark background in tables to blue text on a green background.

You can find out more about how we are doing as your landlord here: [www.residewithprogress.org.uk/about-us](http://www.residewithprogress.org.uk/about-us)



From left to right: Eleanor, Emma, Emma, Lindsay



# New homes for our tenants in Surrey



**Our new supported living home in Surrey was fitted with new carpets and decorated before tenants Emma, Eleanor, Emma, and Lindsay moved in.**

**Tenants are happy with their new home**

Emma, Eleanor, Emma, and Lindsay have known each other since meeting at school and are extremely happy with their new home. Support staff from EnhanceAble will be supporting tenants.

RWP Housing Officer, Louise supported the tenants with moving in.

"It is incredibly rewarding to see new tenants move into the new supported living home in Surrey. This isn't just about providing a place to stay—it's about offering a safe, supportive environment where our tenants can thrive, build independence, and feel truly at home.

Each new tenant brings something

special, contributing to a strong, caring home. The young ladies have been friends for a long time and get on really well. This is their first time moving away from their family, and although a little apprehensive they are delighted with their new home and the independence this will give them," says Louise.

**Decorating rooms**

Tenants were given access to their home a few weeks before they moved in so they could personalise their rooms and decorate in the colours of their choice. Emma, Eleanor, Emma, and Lindsay enjoyed getting their rooms ready and making them their own.



# Support staff update



**Welcome to support staff news! A page dedicated to everyone involved in our tenants' care and support. Here we will share with you tips, guidance, and information to help keep our homes safe for our tenants.**

Working in partnership with you is important to us. If you have any queries or suggestions for what you would like us to cover, please get in touch. You can call us on **0333 320 2675** or drop us an email **RWPenquiries@progressgroup.org.uk**

## Fire safety

We are sharing guidance on fire safety including a checklist on fire safety plans and measures to help reduce fire risk in the home you work in.

### Checklist for fire safety:

- ✓ Ensure evacuation plans are in place and the plan is visible in your property for all staff and tenants.
- ✓ Inform tenants about the escape plan in event of a fire and carry out fire drills regularly, simulating a night-time evacuation.
- ✓ Personal Emergency Evacuation Plans (PEEPs) and/or Person Centred Fire Risk Assessments (PCFRAs) must be in place for each tenant.
- ✓ Check that any fire safety equipment supplied in the property that is supplied by RWP or your company is in working order and raise any necessary repairs promptly. You can do this online (if not an emergency) or by phone.

### What you can do to reduce fire risk

**Close doors:** Keep fire doors and inside doors closed at night as they are designed to hold back flames, heat and smoke and stop a fire from spreading.

### Fire door checklist:

- ✓ Please check all fire doors regularly (at least monthly).

- ✓ Keep a record and please report any faults or repairs required to fire doors by contacting your housing officer.
- ✓ Check that the door closes fully into the frame, and the door and its closer (if applicable) are not damaged. Check for any large gaps under doors.

**Smoke alarms:** Please check the smoke detectors regularly, and we advise, this is done monthly. We will service all detectors annually and change them if required. If the battery fails or the detector loses power, it should give out a high-pitched beeping noise to alert you and your colleagues. If you hear this noise, please let us know.

**Clear exits:** Keep communal areas tidy and exits clear to allow you and the tenants to exit the property quickly and safely. Check communal areas and exits on a regular basis.

**Appliances:** Turn off and unplug electrical appliances unless they are designed to be left on such as the freezer. If you notice any faults with household appliances, please let us know as soon as possible.

### Flagging any risks

If you have any concerns around potential fire risk at the property, please contact your housing officer.

Let us know what you would like to be updated on.



# What to do if you are feeling down or stressed



**You are not alone if have you felt down or stressed. Finding ways to relax and spend time with others can help.**

**Here are some top tips for keeping well:**



Doing different things away from your home is good for your mental health. You could go on a walk in the park meet up with a friend for coffee. Avoid coffee if you are feeling stressed.



Moving more can help you to feel more positive, sleep better, and stay healthy. Exercises in your chair at home are good for your health and can help to make you stronger.



Speaking about any worries or problems with family and friends can help. They may be able to listen and help you.

## Support and helplines

It is important to know where you can go for help if you are worried about how you are feeling.

You can talk to your support worker about how you are feeling. There are mental health charities and organisations that can help.

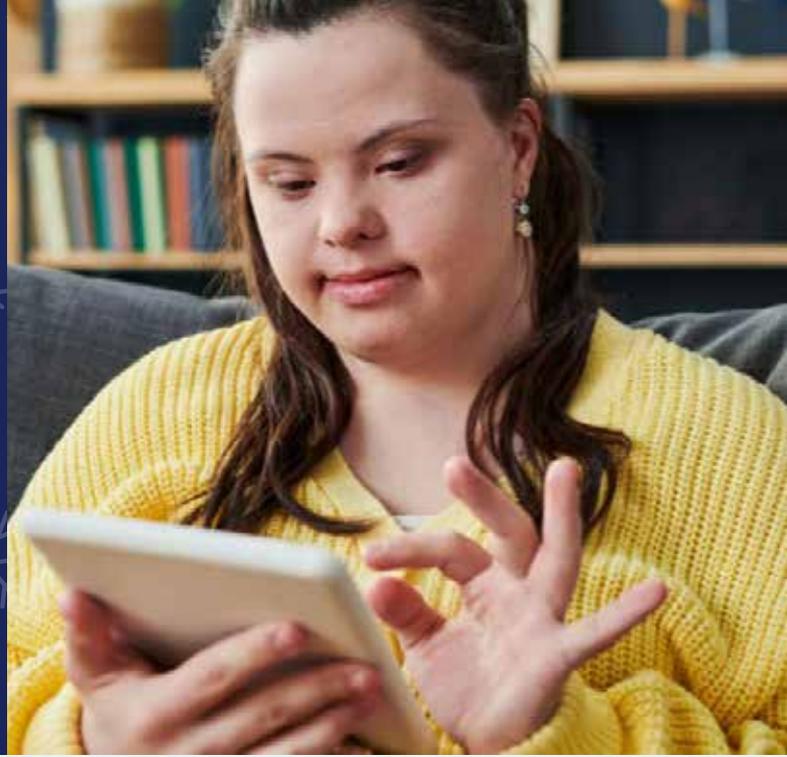
Here are some helplines you can call if you need support:

**Samaritans:** this organisation offers support about how you are feeling. Samaritans are open all day, every day. Call **116 123** – it is free to call them.

**Mind:** it has an information line you can call and you can have your questions answered about mental health conditions and where to get help. Call Mind on **0300 123 3393**.



# Keeping your home warm and safe



## Keeping your home warm and safe during the winter months is important. Here are some top tips:



### Gaps on your windows and doors

When you are trying to keep your house warm, the last thing you will want is for heat to escape and for cold air to get in.

If you can feel cold air coming in around your windows and doors, speak to your housing officer.



### Dealing with condensation

Condensation is when water vapour turns into liquid. Water vapour can be found on the outside of cold glasses and the warm side of windows.

If you spot condensation on a surface, wipe it down with a dry, clean cloth or towel.



### Checking radiators

**Boiler:** Ask your support worker or a family member to check your heating to make sure that it is in the right setting and working properly. If you have a combi-boiler, check that it is set for hot water and heating.



### Checking smoke detectors

We will service all detectors once a year and will replace detectors when required. If the battery fails or the detector loses power, it should give out a high-pitched beeping noise to alert you. If this noise happens, speak to your support worker or contact us. Our contact details are on page 16.



# Creative competition

**Thank you to everyone who entered the creative competition, 'Living your best life'. We were blown away by the entries.**

Huge efforts were put in by everyone who entered and we received fantastic entries including artwork, poetry, and creative garden projects.

## Winners

Congratulations to the winners! All of our winners will receive a voucher in the post.

1st prize - £30 shopping voucher

2nd prize - £20 shopping voucher

3rd prize - £15 shopping voucher

## Here are some of the amazing entries from our tenants

### Poetry

Our tenant Michael from Darwen has written a lovely poem about what supported living means to him. Here is Michael's poem:

#### Present

Somewhere an idea was formed to help disabled people live independently.

The idea became a success and many years later the idea was all over the UK. It had become that successful.

It grew and grew, many were helped through progress as a result.

Lives will continue be improved for many years to come.

The staff take anything that is thrown at them and improve that person's life, even if at the time they cannot see it.

### Creative work

Here is tenant Margaret's wonderful painting.

"My work represents that I feel comfy living here. My painting makes me feel good and represents a good day," says Margaret.

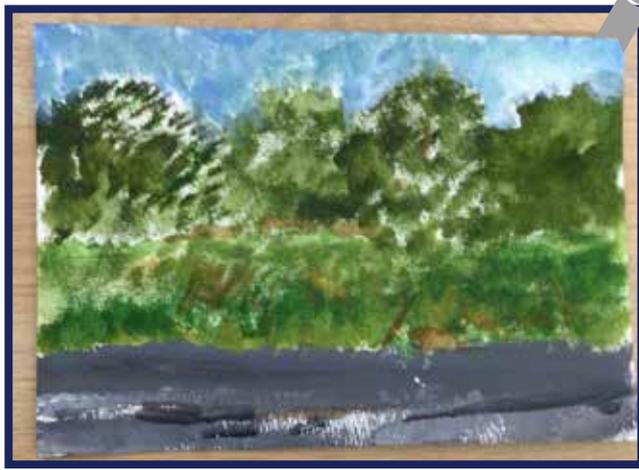


Our tenant Karen from one of our supported living homes in Durham submitted her amazing painting.

"My painting is the view from my window. I wanted to share with everyone how nice my community is. I am blind in one eye and only have

# winners

20 percent sight in the other but can still enjoy the beautiful view every morning," says Karen.



One of our tenants in Rutland has turned a shed into a pub with the support of staff from Rutland House Community Trust.

"Tenants living here in Rutland like to socialise, so this pub creation has enabled them to have somewhere to spend time together and relax. We've already had karaoke nights, it's a real asset", says Denise, Support Manager at RHC Trust.



## Photography

Our tenant Melvin captured this fantastic photo of a flower.

"Photography helps me to concentrate. Nature and the outdoors give me comfort. For this photo I used a macro lens to create an abstract flower image using colour and texture," says Melvin.



Our tenant Ian captured a lovely photo of flowers.

"These are the beautiful flowers that I planted in my garden. They make me feel full of joy! I hope you like my photo," says Ian.



Our tenant Diamond captured this brilliant photo of a special celebration cake.



# Competitions

## Spot the difference

Can you spot the 10 differences between these snowman scenes?

Circle all the differences, then fill in the form below and send it to our Leeds office address (see the back page) or email us at **community@progressgroup.org.uk** by 25 January 2025. All entries received will be entered into a prize draw for the chance to win a £10 voucher.



Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact number: \_\_\_\_\_

## Spot the socks competition



How many pairs of socks can you find in this issue? Write to us at the Leeds address (see back page) or email us at **community@progressgroup.org.uk** by 25 January 2025. Write the number of pairs of socks you have spotted, your name, address and telephone number to enter the prize draw and you could win a £10 voucher.

## Winners from the last issue



The winners of the count the wheelbarrows prize draw is Howard from Preston. The winner of the spot the difference is Sarah from Hessle. Congratulations on each winning a £10 voucher.



# Protecting the things you own



**Contents insurance protects the things you own if they are damaged or stolen from your home which includes:**



A fire



A flood



A burglary

## What do we cover?

We will replace or repair items in your home that have been purchased by us if they are damaged by an event like a fire. Items may include things like:



Household appliances



Communal furniture



Communal areas like walls, carpets



Fire safety equipment

## What do you need insurance for?

You will need to protect the things you own and keep in your home like your TV, computer, and jewellery. We will not replace or repair your personal belongings if they are damaged or stolen. If you buy contents insurance to protect the things you own, then you will be able to get money back for your insured items that are damaged or stolen.

## How do you buy contents insurance?

Contents insurance can be bought online or over the phone. Many comparison websites will tell you about what is on offer from different companies. Speak to your support worker or housing officer if you need help with buying contents insurance. You can also find out more information in your sign-up pack.

# Your rent

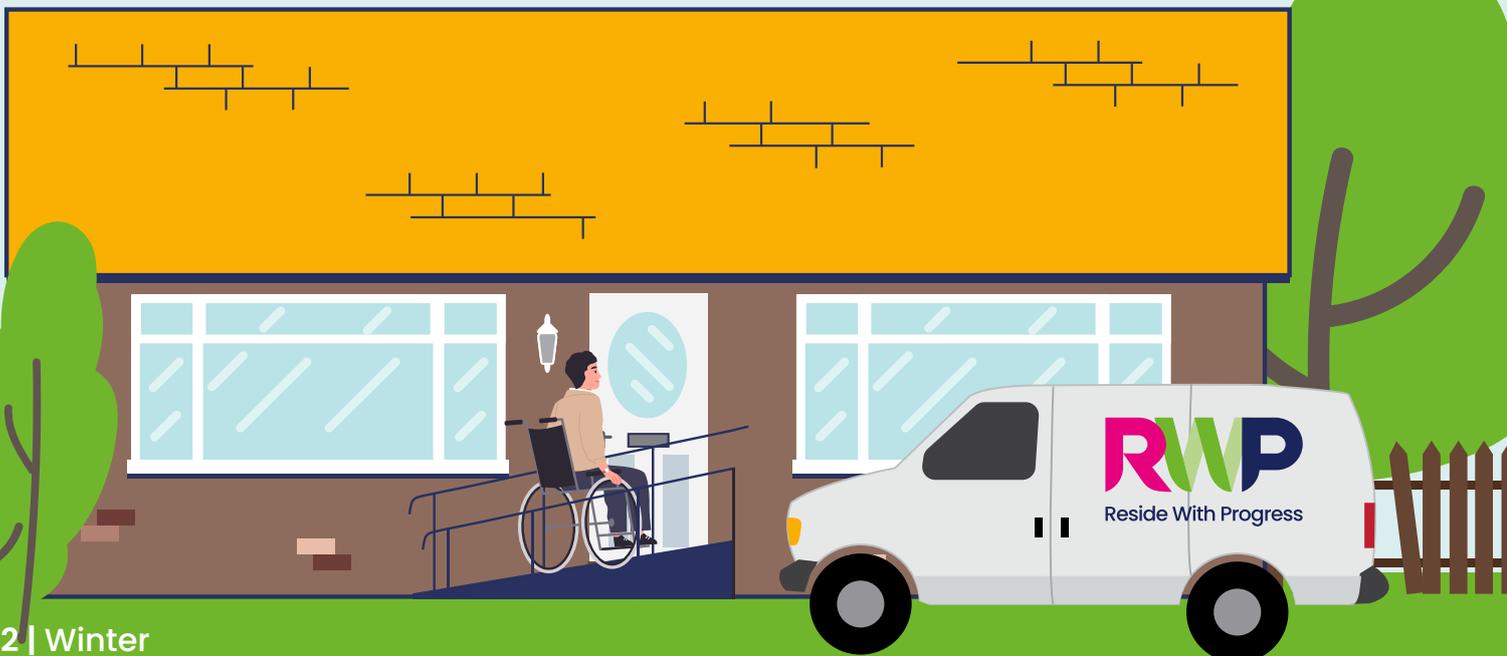
## Rent increase

In 2025 your rent will go up. We will let you know how much extra it will be.



## Rent review

RWP is your landlord. Rent is money paid to RWP. The money pays for your home and any repairs to it. It also includes service charges as well. Every year the rent you pay to us will be reviewed. This only happens once a year, no more.



## What your rent pays for



- **Repairs to your home:** Where we are responsible for repairs to your home we spent over £2 million on repairing and maintaining homes. If you live in a house or flat that we do not own (so we lease it from the owner and rent it to you), the property owner may be responsible for carrying out repairs to your home.



- **Building new homes:** We spent £40 million on building new homes.



- **Health and Safety:** Where we are responsible for health and safety checks to your home, we spent over £2 million on making sure homes are safe with checks for gas, electric and fire safety.



- **Saving energy in your home:** for homes where we are responsible for repairs and maintenance, we spent over £600,000 on things like insulation and new boilers to help save energy.

## Your rent does not pay for



- **Your support worker:** the person who helps you with the day-to-day support in your home.



- **Some bills:** such as broadband, food bills or furniture and appliances that belong to you.



- **Public space:** your local council manages public roads, pavements, and open spaces.



- **Personal items:** you are responsible for things like your own appliances, carpets, and furniture.

## Service charges

Where we provide services to you, we collect a service charge from you. This is a weekly charge and may cover things like cleaning, gardening, white goods (like cookers and washing machines), and heat and lighting in shared areas.

For more information on your service charges or if you want to know what service charges are included in your rent, ask your housing officer or contact us on **0333 320 2675**.



## Tell us what you think about your rent

We would like to know what you think of the rent setting process. Call **0333 320 2675**, **email us** or use our **live chat** on the website.

### Help available

Let us know if you need help with money, debt, bills, or wellbeing.



# Our Customer Promises

## Homes

We promise to keep your homes well-maintained and safe.



**99.98% of our homes meet the Decent Homes Standard**



**All our homes have had a gas safety check**



**99.7% of our homes have had a fire safety check**

**2.0%**

**Amount of surplus money we invest back in our homes**



**Most of our homes are above average for energy efficiency**



**7 out of 10 tenants told us that their home is safe**



**7 out of 10 tenants told us that their home is well maintained**

# Communities and neighbourhoods

We promise to work with you and other agencies to keep your community and neighbourhood safe and well-maintained.



**5.4%** Amount of surplus money we invest back in our homes and new development



**5 in 1,000 homes** had a case of anti-social behaviour



**5 out of 10 tenants** feel that we make a positive contribution to neighbourhoods



**4 out of 5 tenants** feel that we keep communal areas clean and well-maintained



**5 out of 10 tenants** are happy with how we deal with anti-social behaviour

## Culture

We promise to be respectful and supportive at all times and involve you in improving services.



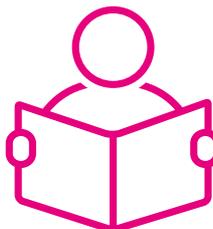
**We received 13 complaints** per 1,000 homes



**8 out of 10 tenants** agree that they are treated fairly and with respect



**6 out of 10 are satisfied** that their views are listened and acted upon



**5 out of 10 tenants** are satisfied that they are kept informed about things that matter to them

If you would like to read more about our targets, our trends and the sector average compared to other housing associations in the UK, visit our website at [residewithprogress.org.uk/about-us](https://residewithprogress.org.uk/about-us). You can also read about our Tenant Satisfaction Measures.

# Scan the QR code to get other versions of this newsletter



Scan me!



## An audio version

Listen to the news in the winter newsletter.



## A screen reader friendly version

Download a screen reader friendly version, which can be used with screen reader applications.



## A high-contrast version

Download a high-contrast PDF of the newsletter. The colours have been changed to help people view the images and text.



You can also get the other versions by going to this page on our website: [www.residewithprogress.org.uk/living-in-your-home/your-newsletter/](http://www.residewithprogress.org.uk/living-in-your-home/your-newsletter/)

## Useful addresses and telephone numbers



### Write to us at:

RWP, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW



### Opening hours:

Monday to Friday, 8.30am-4.30pm



0333 320 2675



[www.residewithprogress.org.uk](http://www.residewithprogress.org.uk)



RWPenquiries@  
progressgroup.org.uk



### Repairs

To report a non-emergency repair, go to [www.residewithprogress.org.uk](http://www.residewithprogress.org.uk)



If you have questions, you can live chat with us on our website, Monday to Friday, 8am to 5pm



### Leeds office:

LiLAC tenants, New Pudsey Court, 101 Bradford Road, Pudsey, Leeds, LS28 6AT



### Office opening hours:

Monday to Friday 9am-5pm



LiLAC tenants, for repairs, please call 0345 241 6041 and press 1

Unhappy about something? Find out how to make a complaint on our website [www.residewithprogress/get-in-touch](http://www.residewithprogress/get-in-touch). If you are still not happy, you can contact the Housing Ombudsman about a complaint on 0300 111 3000 or email [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk).

**Remember:** Repair lines are very busy first thing in the morning. If your repair is not urgent try calling after 11am.